

# **EXHIBIT F**

PHH Log as of 8/20

- 8/20 - Alba QAP ← Agent ID

What is  
[RMA Package?

email what I have to  
~~PHH~~ HAT@mortgagefamily.com  
& call back in 24-48hrs

- Emailed all paperwork  
to RMA & Copied Shelly

PHH

8/21 - Tonya - ID DTB

- I called to follow up to  
see if paperwork had  
been received. As of  
3:30 pm on 8/21 package  
was received but not yet  
reviewed. Advised to call  
back the following day

PHH

8/23 Shelly - ID - QSO

- First time to actually  
speak w/ Shelly my acct  
manager.  
- She doesn't think she can  
speak to me but is now  
double checking  
- paperwork still being  
processed.  
- was advised to call  
back Monday to see  
if anything else was  
needed

PHH Mtg

8/28 Corancie - QCS

Can't help me until she  
speaks to Shelly who  
is away from desk on  
break. She emailed Shelly  
& has assured me Shelly  
will call me back  
today by the end of their  
shift

4:45pm PHH Mtg

8/28 Cynthia QCH

Put me on hold then  
advised me that she  
spoke to Corancie. Corancie said Shelly  
had gone home for the  
day & she was going  
to call me closer to 8EST  
to tell me. Then Cynthia  
says because you're inside  
of 37 days there's not  
going to be a review

PHH Mtg

8/29 - Shurray - DCP

Confirmed no RMA package  
was ever initiated ~~by~~ by  
PHH until 8/12 and 8/13  
but both those dates were  
inside of the 37 days.  
She states that the family  
transfer was never completed  
because the ~~title was~~  
deed was never changed.  
So because the transfer  
was never done the RMA  
package could never be  
sent.

PHH Mtg.

8/30 Bonnie D2B

~~Balance~~ Reinstatement

can't be given to me.

by PHH. Must be  
given to me by attorney.

Urgent rush request for  
reinstatement issued today.

By Quality. Nothing before.

Escalated request for

Supervisor & case manager  
to call me back